

eBilling Frequently Asked Questions

300 W. Cotton St. | [Click here for map](#) [1]

Q. What is eBilling?

A. eBilling is an electronic billing solution that will allow customers to choose either to receive an e-mail notification that they can view and pay their monthly utility bill online, or receive both the email notification and their regular printed bill in the mail each month. This service is voluntary and customers who do not wish to sign up for ebilling will continue receiving a printed bill in the mail each month.

Q. How do I sign up for eBilling?

A. To sign up for e-billing, first, log into your online eCARE account using your account number and password. If you have never accessed your eCARE account online, please refer to the Online Water Account Registration Info-First Time Users and Online Water Account Tutorial links. Once you have signed into the system, click on the link Sign up For eBilling located at the top of the page. There, you can sign up to receive only an email notification that you can view and pay your monthly bill online or receive both an email notification and your printed monthly bill. You will need to provide an email address for the notification to be delivered to.

Q. When will I receive the notification?

A. You will receive your notification that your bill is available online at the email account provided on or around your billing date, either the 10th, 20th, or 30th of each month. If you receive both an email notification and printed bill, your printed bill should arrive in the mail 2-3 days later.

Q. If I receive only an email notification, when can I pay my bill?

A. You may pay your bill as soon as you receive your notification.

Q. Is there any extra charge or fee to me for signing up for eBilling?

A. There is no extra charge for signing up for eBilling.

For more information call: 903-237-1030 | [Contact Us](#) [2]

Source URL: <http://water.longviewtexas.gov/ebilling-faq>

Links:

[1] http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=300+W+cotton+st.+75601&sll=37.0625,-95.677068&sspn=30.185946,59.501953&ie=UTF8&hq=&hnear=300+W+Cotton+St,+Longview,+Gregg,+Texas+75601&ll=32.495447,-94.746373&spn=0.007836,0.014527&z=16
[2] <http://water.longviewtexas.gov/services-contact#WaterUtilities@LongviewTexas.gov>